



Where There's a wILL, There's a Way: Optimizing ILL Services in Texas Public Libraries

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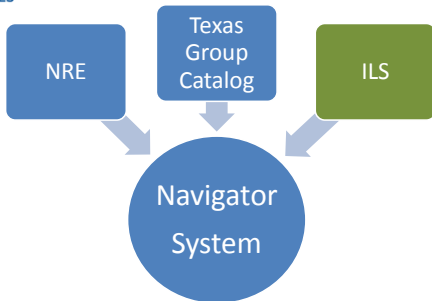


Webinar Overview

1. Navigator ILL system overview
1. Value of ILL services
2. ILL & Texas Public Library usage statistics
3. Texas Group Catalog and accurate data
4. Cost cutting recommendations for borrowing & lending
5. Ongoing training opportunities
6. Promote ILL service in your community



Navigator





Two Online Tools: Staff and Public

Use **NRE** to:

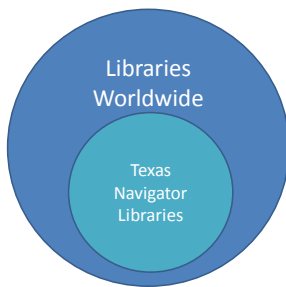
- Manage incoming requests from other libraries
- Place requests for items
- Add and manage patron accounts
- Run reports

Use **TX Group Catalog** to:

- Search Texas holdings
- Search holdings worldwide
- Place requests for items if allowable
- Find OCLC number for requesting in NRE



Interlibrary Loan Landscape





Value of ILL

No library can own every book.

Every reader his [or her] book
&
Every book its reader



Value of ILL

- Cost avoidance for library budget
- Shelving space at a premium
- Hard to find/unique resources
- Collection development policies



Value of ILL

- **Accreditation Criteria**

Texas Administrative Code, RULE §1.83:

(3) The library must offer to borrow materials via the interlibrary loan resource sharing service for persons residing in the library's designated service area. A library must also participate in the interlibrary loan resource sharing service by lending its materials to other libraries, as requested...



How many books do Texas patrons borrow through ILL?

- FY2015 : 225,307
- FY2016: 232,449
- FY2017: 244,320 items
~650 items per day



How many books do Texas Public Libraries lend through ILL?

- FY2015 : 139,723 items
 - FY2016: 156,005 items
 - FY2017: 162,822 items
- ~ 446 items per day



Usage By Library

NRE

Search

Requests

Work Queue

User

Reports

Locations

Batch Requests

Report a Problem

Logout

Help

OCLC Policy

Directories

Texas Resource

Sharing Project

User ID

TEXASU...

Reports

Batch Requests

Daily ILL Statistics

Incoming requests by requester

Loan requested per title

Loan requested per title - Not Supplied

Loan supplied per title

Monthly ILL Statistics

OCLC Usage Statistics Web Site Account Details

Outgoing requests by supplier

Requesting Patron Emails

User Barcode Profile

Start Date

End Date

Generate Report

Reset Query



Using Navigator ILL

- What now?
Self paced trainings and exercises:
[https://www.tsl.texas.gov/texshare/newslette
r/resourcesharingprojects/?page_id=2189](https://www.tsl.texas.gov/texshare/newslette/r/resourcesharingprojects/?page_id=2189)
- Log into NRE
- Try it!



Keep your holdings current with OCLC

Keep your libraries holdings up to date when you add items or delete items in your catalog!

Update Records

- Data Sync (formerly Batchload) information, office hours, and support information [here](#).
- [Checklist for creating a WorldCat data sync collection \(Texas libraries\)](#)
- Request a Collection Manager account here: <https://www.oclc.org/content/forms/worldwide/en/wckb-request.html>
Specify in the comments field: "Data Sync Collections for Texas Navigator Library"
- [Data Sync Collections Webinar recording](#) (1 hr 16 min 24 sec) *No password required
- [Data Sync Collections Webinar Slides](#)



Training – Self Paced



Training – Self Paced

Texas Resource Sharing

www.texasresource.org

HOME CONTACT US ABOUT TRL PRESENTATIONS/RECORDS TO REQUEST ORDONANCE COLLECTIONS/STAFFS





Optimizing ILL Services in Texas Public Libraries - 10/19/17 Webinar

[View Slides](#)

Join Texas Library Online (TLO) for a webinar focused on optimizing resource sharing using knowledge on the growing eCollection landscape and associated Texas public libraries. We will cover current eCollection strategies and how to best manage eCollection growth in your library. We will discuss the challenges of eCollection management and how to best manage eCollection growth in your library.

Webinar Topic: Optimizing ILL Services in Texas Public Libraries
Wednesday, December 13, 2017
www.texasresource.org/webinars

Register Here: www.texasresource.org/webinars

Are you planning to attend the "Texas Resource Sharing in Texas Public Libraries" Conference? This webinar will be recorded and available to view at a later time.

[View Slides](#)

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Training – Scheduled

- OCLC's website





Navigator account options

- Will library staff place requests on behalf of patrons?
- Will patrons have a limit on the number of active requests at one time?
- Are there certain collections that don't circulate through ILL? (Local history, audio visual)



Creating a Local ILL Policy

- Policy Statement : Why does the library provide this service and how does it align with the library's mission statement?
- Regulations: The rules that govern the process
- Guidelines: Best practices (National/State)
- Procedures: Step-by-step instructions

Knox, Emily. *Document Delivery and Interlibrary Loan on a Shoestring*. New York: Neal-Schuman Publishers, Inc., 2010.



Create a user manual

Useful Links & information

- Log in information
- TSLAC website and contact
- Texas Resource Sharing page
- OCLC training site
- Statistics page
- Instructions on updating records
- Procedures

Quick Reference Guides- Print

Navigator Quick Reference Guides
[Creating Requests on Behalf of a Patron](#)
[Texas Barcode Prefixes](#)
[Searching for Requests in NRE](#)
[Accessing Statistics through OCLC Usage Statistics](#)
[Accessing Statistics through NRE](#)
[Shipping Items to Borrower](#)
[Receiving an Item from the Lender](#)
[Returning Borrowed Items](#)
[Checking in](#)
[Borrowing Work Queue](#)
[Lender Work Queue](#)
[Search Tips for Texas Group Catalog](#)
[Trouble Shooting](#)



ILL Costs

Texas State Library

- WorldCat FirstSearch Subscription
- Navigator subscription and holdings maintenance
- WorldShare ILL access and subscription

Libraries

- Shipping/courier costs
- Shipping supplies
- Staff time



Cost solutions - Borrowing

Charging patrons

- Local ILL policy may include a per request charge to patrons or the actual cost of shipping the item back to the lending library.
- \$3.14 = cost of a 2 lb. package USPS



Cost Solutions - Lending

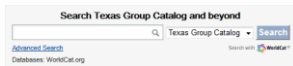
ILL Lending Reimbursement Program

- Libraries are reimbursed on a per-lend basis
- No minimum lends required
- Managed through our online Grant Management System – 2 forms req.
- FY2016: \$7.07 per lend was reimbursed



Promote: On your website!

1. Embed search box for the Texas Group Catalog on the website:

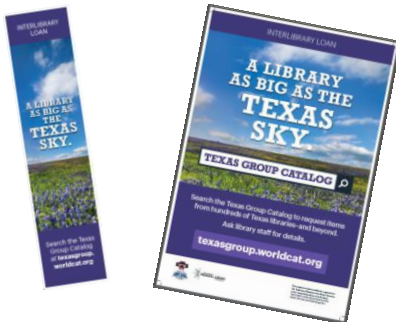


2. Post the library's ILL service and policies:

Include request limits, charges, submitting a request, format restrictions, loan periods, etc.



Promote: Tell your community!





Resources - General

TSLAC Website:

General ILL Information

<https://www.tsl.texas.gov/landing/ill.html>

ILL Lending Reimbursement Program

<https://www.tsl.texas.gov/ld/ill2017>

OCLC Website:

<https://www.oclc.org/support/services/navigator.en.html>



Resources – Training Guides

Texas Resource Sharing page:

<https://www.tsl.texas.gov/texshare/newsletter/resource-sharing-projects/>

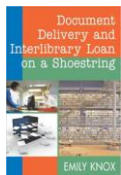
→ How to...

→ Print Resources and Documentation

→ Navigator Training Recordings



Resources – Books Library Science Collection





Questions?

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